CMS Doctor's Office Quality Project
Overview

Background

Quality health care for people with Medicare is a high priority for President Bush, the Department of Health and Human Services (HHS), and the Centers for Medicare & Medicaid Services (CMS). In support of this priority, HHS Secretary Thompson announced in November 2001, the CMS Quality Initiative, his commitment to assure quality health care for all Americans through accountability and public disclosure. The Quality Initiative was launched nationally in 2002 with the Nursing Home Quality Initiative (NHQI), expanded in 2003 with the Home Health Quality Initiative (HHQI) and the Hospital Quality Initiative (HQI). In 2004 the Physician Focused Quality Initiative was developed, this includes the Doctor's Office Quality (DOQ) Project. The DOQ project builds upon ongoing CMS strategies and quality improvement programs in other health care settings to: 1) assess the quality of care for key illnesses and clinical conditions that affect many people with Medicare, 2) support clinicians in providing appropriate treatment of the conditions identified, and 3) promote health care quality and reduce preventable illness.

The DOQ project is designed to develop and test a comprehensive, integrated approach to measure the quality of care for chronic disease and preventive services in doctors' offices. The Medicare Quality Improvement Organizations (QIOs) in Iowa, California, and New York, under the auspices of CMS, are involved in the DOQ Project. The DOQ project will extend through September 2005.

Objective

The DOQ project will focus on chronic conditions that are prevalent in primary care. The DOQ project goals are to assess quality of care in the doctors' offices, and to assess the feasibility of collecting data using a defined quality measurement set. The quality measurement set is made up of three components: clinical performance measures, the patient experience of care survey and the Physician Practice Connection survey tool. It is anticipated that findings from this DOQ project will become the framework for standardizing measures in doctors' offices.

Quality Strategy

The DOQ project is an important component of CMS' comprehensive strategy to promote the quality of care provided in doctor's offices by collaboration and partnership to leverage knowledge and resources.

Collaboration and Partnership
In an effort to be effective, the DOQ project will continue to be a collaborative effort. The project is designed to improve communication among all parties in order to update

and maintain quality measures that positively impact quality of care provided in the doctor's office. CMS is working with a broad group of stakeholders with diverse expertise and perspectives to refine and develop tools that measure how care is provided, how patients feel about the care they receive, and how doctor's office systems are used to facilitate access, follow-up, and other aspects of care.

Timing

- Third Quarter 2004 – QIOs in IA, CA, NY begin data collection
- Fourth Quarter 2004 – Preliminary summary findings report
- Third Quarter 2005 – Final findings report

Quality Measurement Set - This set of quality measures is made up of three components: a) Clinical Measures, b) Patient Experience of Care Survey and c) Physician Practice Connection survey tool.

Clinical Measures - This will focus on the following topics: coronary artery disease, diabetes, heart failure, hypertension, osteoarthritis and preventive care. Data for these measures will be collected from electronic medical records, retrospective medical charts, administrative claims, survey instruments and /or prospective flow sheets.

Patient Experience of Care - This survey is designed to examine the patient's experience with the care provided by the doctor and office staff. The survey elements include: appointment access, continuity of care, communication, health promotion and interpersonal treatment.
The Patient Experience of Care survey is the precursor to the Ambulatory CAHPS instrument presently under development.

Office System Survey - This tool will collect information from doctors' office staff. This tool will evaluate three categories of standards: Clinical Information Systems, Patient Education Support and Care Management.

Evaluation:
The Doctors Office Quality Project will provide participating doctors feedback based on data collected from each of the components of the quality measurement set. In addition, data from the three sets of quality measures will be compared to evaluate if there exists a correlation between clinical performance measures and/or patient experience of care and/or office system. The QIOs will also provide reports addressing lessons learned during the implementation of this project, any barriers experienced and future recommendations.